

July 30, 2015

Brian J. Stiger, Director  
Department of Consumer and Business Affairs  
500 West Temple Street, Room B-96  
Los Angeles, California 90012

Dear Mr. Stiger:

Thank you for sharing the outstanding progress achieved by you and your team during an enlightening Department Visit on July 29, 2015. Commissioners were pleased to learn that the Interactive Voice Response (IVR) telephone system, supported with a Productivity Investment Fund grant, has been enhanced to improve customer service.

The new Automated Call Distribution (ACD) software has decreased the abandoned call rate because consumer inquiries are now routed to the appropriate counselors based on subject matter and language. Staff also may access the ACD and take calls from anywhere with Internet access and a telephone line.

Members of the Commission commend you for a successful, new Foreclosure Prevention Program, resulting in positive outcomes in more than 30 percent of the cases. We are confident that once the State of California reviews the pilot program, it will be expanded statewide. Once again, the County of Los Angeles will have created a model program for California.

Commissioners were also impressed with your quality and productivity improvements in the following areas:

- Launching of an Online Dispute Resolution platform where parties may mediate and resolve differences outside of normal business hours without traveling to the Department
- Improved functionality for the eComplaints System, which allows caseworkers to track cases, and sends notices when clients are trying to reach an assigned caseworker and when a case has remained idle for a certain number of days
- Development of the Small Business Initiative, which is working with stakeholders on ways to assist small businesses impact by the pending increase in the minimum wage



**County of Los Angeles  
Quality and Productivity  
Commission**

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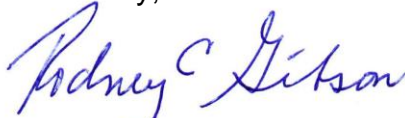
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We look forward to working with the Department on:

- Exploring ways to measure the effectiveness of Department services
- Identifying options to address a critical need for more space
- Tracking the status and progress of consumer fraud investigations

Thank you for an interesting discussion. We will continue to work closely with your Productivity Manager, Caroline Torosis. Please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 for additional information.

Sincerely,



RODNEY C. GIBSON  
Chair

RCG:VPL:LP

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